

Vermont Mental Health Performance Indicator Project

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MEMORANDUM

TO: Vermont Mental Health Performance Indicator Project
Advisory Group and Interested Parties

FROM: John Pandiani
Janet Bramley

DATE: February 15, 2002

RE: CRT Consumer Satisfaction

The attached is the overview of findings of the 2001 CRT Consumer Satisfaction Survey. These pages are being mailed to all respondents who requested a summary of the findings. Please note that the results have been updated since they were originally distributed on September 21, 2001 (<http://www.state.vt.us/dmh/Data/PIPs/2001/pip092101.pdf>).

A copy of the full report on the 2001 CRT survey findings is now available at the website: (<http://www.state.vt.us/dmh/Data/01CRTtechnicalreport.pdf>).

A detailed comparison of the findings of the 1997 and the 2001 CRT consumer surveys is now underway. We will share the findings with you when this work is completed.

As always we welcome your comments and suggestions to jpandiani@ddmhs.state.vt.us.

CONSUMER EVALUATION COMMUNITY REHABILITATION AND TREATMENT PROGRAMS IN VERMONT

PROJECT OVERVIEW AND SUMMARY OF RESULTS

During the Fall of 2000 and Winter of 2001, the Adult Mental Health Unit of the Vermont Department of Developmental and Mental Health Services asked consumers to evaluate the Community Rehabilitation and Treatment (CRT) Programs for adults with severe and persistent mental illness in Vermont's ten Community Mental Health Centers. All consumers who received services from these programs during January through June of 2000 were sent questionnaires that asked for their opinion of various aspects of these services. A total of 1,170 consumers (50% of deliverable surveys) returned completed questionnaires. The survey instrument was based on the MHSIP Consumer Survey developed by a multi-state work group and modified as a result of input from Vermont stakeholders. The Vermont consumer survey was designed to provide information that would help stakeholders to compare the performance of CRT Programs in Vermont.

Methodology

In order to facilitate comparison of Vermont's ten CRT Programs, the consumers' responses to twenty-one fixed alternative items were combined into five scales, and their responses to four open ended questions were combined into four narrative scales. The fixed alternative item scales focus on *overall* consumer evaluation of program performance, and evaluation of program performance with regard to *access*, *service*, *respect*, and *autonomy*. The narrative scales include frequency of *positive* and *negative comments* about program performance. Positive comments are further broken down into *positive comments about staff* and *positive comments about service*. In order to provide an unbiased comparison across programs, survey results were statistically adjusted to remove the effect of dissimilarities among the client populations served by different community programs. Measures of statistical significance were also adjusted to account for the proportion of all potential subjects who responded to the survey.

Overall Results

The majority of consumers served by CRT Programs in Vermont rated their programs favorably. On our *overall* measure of program performance, 82% of the respondents evaluated the programs positively. Some aspects of program performance, however, were rated more favorably than other aspects. Fixed alternative items related to *service*, for instance, received more favorable responses (82% favorable) than items related to *autonomy* (78% favorable) or *respect* (77% favorable).

In total 85% of the consumers provided narrative comments: positive comments about program performance were offered by 72% of the consumers and negative comments about program performance by 45% of the consumers. Statewide, 35% of the consumers made positive comments specifically about staff and 39% made positive comments specifically about services.

Overview of Differences Among Programs

In order to compare consumers' evaluations of CRT Programs in the ten regional Community Mental Health Centers, scores on each of the nine composite scales were compared to the statewide average for each scale. The results of this survey indicate that there were significant differences in consumers' evaluations of some of the state's ten CRT Programs.

Consumer Evaluation of Community Rehabilitation and Treatment Programs: FY2001

| Agency | Scales based on Fixed Alternative Items | | | | | Scales based on Narrative Comments | | | |
|------------|---|--------|---------|---------|----------|------------------------------------|----------|---------------|------------|
| | Overall | Access | Service | Respect | Autonomy | Positive | Negative | Pos. Services | Pos. Staff |
| Addison | | | | | | | | | |
| Northeast | | | | | | | | | |
| Bennington | | | | | | | | | |
| Lamoille | | | | | | | | | |
| Northwest | | | | | | | | | |
| Southeast | | | | | | | | | |
| Washington | | | | | | | | | |
| Orange | | | | | | | | | |
| Rutland | | | | | | | | | |
| Chittenden | | | | | | | | | |

Key: Better than average No difference Worse than average

Examination of the scales based on fixed alternative items showed that the *access* to services scale score for Addison, and the *autonomy* scale score for the Northeast region were significantly above the statewide average. The CRT Program in Chittenden received significantly lower scores on all five scales based on fixed alternative items (*overall*, *access*, *service*, *respect*, and *autonomy*). Consumer evaluations of the remaining seven regions, Bennington, Lamoille, Southeast, Washington, Orange and Rutland were not different from the statewide average on any of these scales.

For narrative scales, a higher than average proportion of consumers in Addison made *positive comments* about their program and a higher proportion of consumers in Bennington made *positive comments about services*. Rutland received lower scale scores on *positive comments* and *positive comments about services*; Orange received lower scale scores on *positive comments* and *positive comments about staff*. Fewer Bennington consumers than the statewide average made *positive comments about staff*. Scores for six regions, Lamoille, Chittenden, Northeast, Northwest, Southeast, and Washington were not different from the statewide average on the narrative scales.

STATEWIDE RESULTS

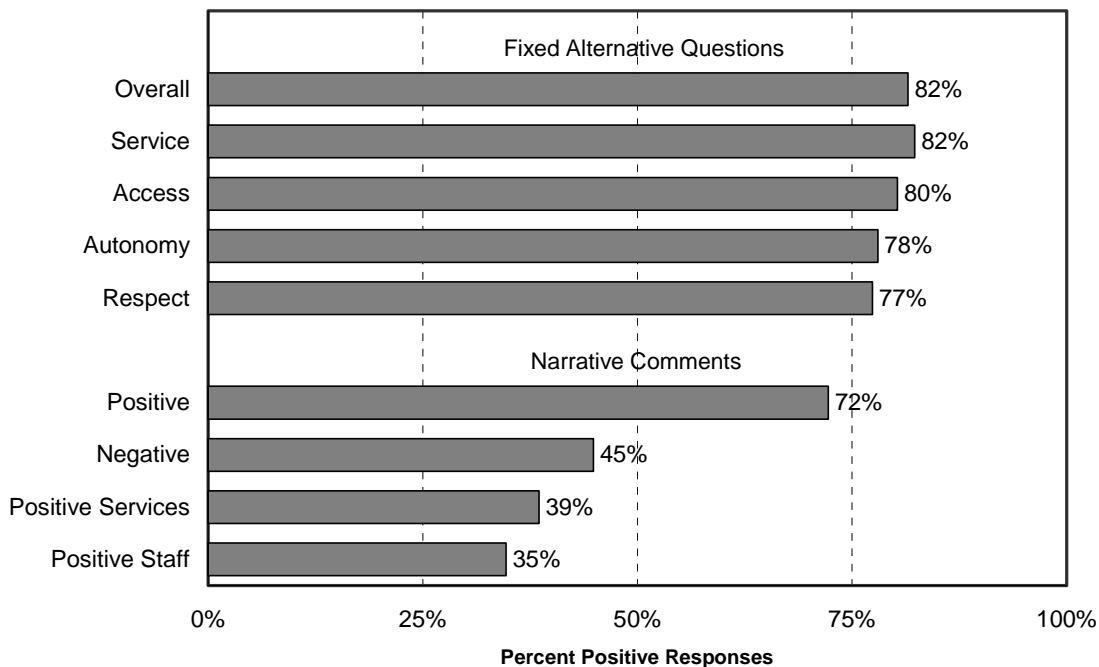
The majority of consumers served by CRT Programs at Community Mental Health Centers in Vermont rated their programs favorably. (Appendix V, Table 3 provides an item-by-item summary of responses to the fixed alternative questions.)

The most favorably rated items were "Staff treated me with respect" and "Services are available at times that are good for me", with 86% of the consumers agreeing or strongly agreeing with each of those items. Other favorably rated aspects of care (85% favorable) were "The location of the services is convenient" and "The services I received were helpful to me."

The least favorably rated items related to participation in treatment planning and personal progress. Only 72% felt that "I, not staff, decide my treatment goals" and only 73% agreed that "I am satisfied with my progress in terms of growth, change and recovery".

There were significant differences in consumers' ratings of CRT Programs on the five scales derived from fixed alternative responses to the Vermont survey. More than 82% of consumers rated programs favorably *overall*, and the survey items related to *service*, for instance, received more favorable responses (82% favorable) than items related to *autonomy* (78% favorable) or *respect* (77% favorable). A high proportion of consumers (85%) provided narrative comments: 72% of consumers had made *positive comments* and 45% made *negative comments*. Further examination of the positive comments indicated 39% of consumers made specifically *positive comments about services* and 35% made *positive comments about staff*.

Consumer Evaluation Community Rehabilitation and Treatment Programs Statewide: FY2001



Positive Consumer Evaluation of Community Rehabilitation and Treatment Programs in Vermont: 2001

| Agency | Scales based on Fixed Alternative Items | | | | | Scales based on Narrative Comments | | | |
|---|---|--------|---------|---------|----------|------------------------------------|----------|---------------|------------|
| | Overall | Access | Service | Respect | Autonomy | Positive | Negative | Pos. Services | Pos. Staff |
| Addison | | | | | | | | | |
| Northeast | | | | | | | | | |
| Bennington | | | | | | | | | |
| Lamoille | | | | | | | | | |
| Northwest | | | | | | | | | |
| Southeast | | | | | | | | | |
| Washington | | | | | | | | | |
| Orange | | | | | | | | | |
| Rutland | | | | | | | | | |
| Chittenden | | | | | | | | | |
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